

13<sup>th</sup> June 2017



**Re: FOI Request Acknowledgement [IE\_FOI\_099]**

Dear 

I refer to your request dated 21<sup>st</sup> May 2017 and received by this office on the 22<sup>nd</sup> May, which you have made under the Freedom of Information Act 2014 for records held by this FOI body. Your request sought:

**Request –**

A copy of all antisocial behaviour complaints that Irish Rail has received in connection with the Dublin-Galway line since January 1, 2016.

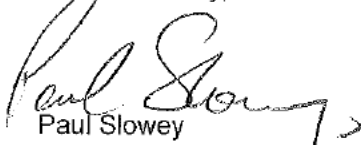
I, Mr. Paul Slowey, Decision Maker have now made a final decision to part release this record on the 13th June 2017

**Rights of appeal**

In the event that you are not happy with this decision you can make an appeal in relation to this matter, you can do so by writing to the FOI Unit, Corporate Communications, Iarnród Éireann Irish Rail, Connolly Station, Amiens St, Dublin 1 or by e-mail to [foi@irishrail.ie](mailto:foi@irishrail.ie). You should make your appeal within 4 weeks (20 working days) from the date of this notification, where a day is defined as a working day excluding, the weekend and public holidays, however, the making of a late appeal may be permitted in appropriate circumstances. The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this body.

Should you have any questions or concerns regarding the above, please contact the FOI Officer on 01, 7034293.

Yours sincerely,

  
Paul Slowey  
**Decision Maker, Customer Relationship Management Dept**  
**Iarnród Éireann**

Freedom of Information Request:  
 Schedule of Records for IE\_FOI\_099 : Summary for Decision Making

Record No.	Date of Record	Brief Description	No. of Pages	Decision: Grant/Part Grant/Refuse	Section of Act if applicable	Record Edited/Identify Deletions
1	13.06.17	Copy of all antisocial behaviour complaints that Irish Rail has received in connection with the Dublin-Galway line since January 1, 2016.	1	Part Grant	S37	personal information removed

Signed

IE Decision Maker

Title: Mrs

Firstname: [REDACTED]

Surname: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I am currently traveling on one of your trains from Galway to portarlinton. I am travelling with a large crowd of adults and young children and two gentlemen are blatantly smoking weed at the back of the carriage. We have looked for someone to report the situation to but no one is to be seen. It's made for a very uncomfortable journey for everyone.

Timestamp: Sat Jan 09 21:12:50 GMT 2016

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Title: Ms

Firstname: [REDACTED]

Surname: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I was on the train from Galway to Heuston at 15:05 on the 3rd of February. A man sitting across from was extremely inappropriate asking to hold my watch, got up from the seat and asked me to remove chewing gum from his jeans. I was made feel very uncomfortable for the journey. He got off at Ballinsloe thankfully. When I was eating my sandwich he kept asking for a bite. The journey was such an unpleasant experience.

Timestamp: Wed Feb 03 16:57:57 GMT 2016

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Title: Dr

Firstname: [REDACTED]

Surname [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I'd like to make a complaint about the 19.15 service from Dublin Houston to Galway Ceannt yesterday evening (7th Feb). There was a huge amount of anti-social behaviour between Dublin and Athenry. I personally had to move seat and I saw other passengers have to move multiple times. The disturbances were caused solely by people coming from the Mayo GAA match, most of whom had had so much alcohol that there is no way they should have been allowed to board the train in the first place. They started off by making inappropriate comments about my appearance (which is quite intimidating for a female passenger travelling alone, faced with a group of drunk men). A male passenger across from me was verbally harassed by the same group of people. I then ended up moving over beside him to allow the group from Mayo to all sit together rather than them sitting beside either of us.

The carriage behind me was worse and a lot of people moved from that as passengers were fighting in it. Most of the passengers travelling from the match were openly drinking alcohol that they had brought onto the train with them and a large number spent much of the journey shouting crude "songs". There were people walking up and down through the carriages drinking straight from bottles of spirits. They continuously fell on top of passengers who were just commuting. One banged into my shoulder with what I assume was a glass bottle, as he fell by me at one point and I constantly had to move my computer for fear of drinks being spilt on it.

I asked the security on the train if there was anywhere on the train that was quieter/safer and was told that this was to be expected because it was a match day and that this train had been specifically put on post match. However, my ticket did not say this and if I thought that I was going to get that response when asking staff for help, I would have gotten the bus, where this sort of anti-social behaviour would not have been tolerated. If you were expecting this sort of behaviour on the train, other passengers should have been clearly warned about this and given the option of choosing to use other transport.

I understand that incidents like this can happen and can be beyond your control, but surely if it is brought to the attention of security the very least that should happen is an apology should be given. I would suggest that if this type of train is to run in the future that a specific quiet carriage is arranged for people who are paying extra to use your service, rather than a bus, for the sake of being able to plug in electronics and use the time to work.

I look forward to your reply and am happy to answer any questions that you may have,

Kind Regards,

[REDACTED]  
Timestamp: Mon Feb 08 13:42:22 GMT 2016

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Title: Mrs

Firstname [REDACTED]

Surname: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

11:25 dublin to galway. Passengers with reserved seats loud, obnoxious and consuming alcohol seat numbers 9, 10, 13 & 14 coach B. All women very intimidating behaviour & playing their own music very loud. Becoming more and more drunk. Very unfair, not just for myself and my son but other elderly passengers that looked upset also. I am attending clinic in Dublin for breast cancer treatment and opted for rail travel as the most comfortable for my situation. As you can imagine, this journey is very stressful (I am typing this now but really hard to concentrate with the noise). I really feel disappointed and upset

[REDACTED] (I am a frequent rail traveller)

Timestamp: Fri Mar 18 12:01:31 GMT 2016

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Title: Miss

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

I'm on the 14:35 train from heuston to galway that has just stopped at portarlington. There is an incredibly drunk and disruptive man in coach D can something be done please

Timestamp: Sun Mar 20 15:17:30 GMT 2016

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Dear Sirs,

I would like to make an official complaint regarding my fiancée and I train journey to Galway yesterday. We received 30 minutes of verbal and mental abuse from a passenger that was taken away by Guards from Ballinasloe train station,

I was taking [REDACTED] my fiancée home to Galway as she was sick and feeling faint and returned from Galway straight away. The incident occurred on the 14:35 service on Sunday 20th March. We had purchased the train tickets one single for €36.35 and one day return for €39.10. We boarded and took our seats in Coach D. We encountered the driver of the train leave the rear cab and make his way to the top. At around 14:20 a man who was extremely intoxicated boarded the train and threw all his items ( phone earphone and bag) on the seats and sat one row up to the right facing me. The gentleman in question started to play loudly music from his phone and signing and took out vodka and cider which one can was on the table. The driver walked back up the length of the train and clearly looked at this gentleman blaring music and drinking and did not say a word. I have to say I was very surprised. He shuffled on and on his return back to his cab and again looked in at this gentleman but looked on.

Myself and [REDACTED] started to watch a film on my laptop, about 30 minutes outside Ballinasloe the same man started to hurl abuse at my sick fiancée and I, pointing staring and shouting insults, embarrassing both of us. She was called a Fat Bitch, I was a c\*\*t and we were both pedophiles and perverts. I was a plastic paddy and a prick. I have a video recording of this incident which I can share to you.

Just before we stopped at ballinasloe still hurling insults another passenger went and spoke with the driver over the intercom at this stage other passengers stood up and started to tell the passenger to stop. When we stopped a supervisor from the station and the driver approached the man who still refused to leave. When the driver and the supervisor were leaving the train another passenger asked the driver why he did not stop the man blaring music and causing anti social behavior at Dublin the driver responded blatantly lying he didnt see the man. I can guarantee you this is a lie. After waiting an american tourist got the man to move. The man fell all over the floor at the top of coach D. He finally was escorted off by a passenger not your staff where the guards finally arrived. When we arrived at Galway I spoke with the station supervisor in Galway who asked me to call today the 21st to speak with the Station Manager [REDACTED] I was unable to contact the manager today when I called as the number I was given was incorrect. I returned on the 18:00 service from Galway to Heuston.

I am extremely disappointed that a tourist had to escort the man off and the staff waited off the train. I am also very disappointed in the lack of safety for the passengers as there was no staff member on board bar the driver. I am extremely disappointed that the Driver Lied and refused while there was security available in Dublin not to remove the guest. As you say there is CCTV on the trains for our safety which should prove the point. I demand a full refund for our tickets which I have in my possession.

I expect a confirmation of this letter which I will also send my post within 7 days. After this I will have to bring my complaint to the NTA and further if required.

With Kind Regards,

[REDACTED]

Timestamp: Mon Mar 21 21:45:31 GMT 2016

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Title: Ms

Firstname: [REDACTED]

Surname: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I was travelling to tullamore with my 5 year old on Saturday evening 26th March, there was an incident before athlone with a drunk who was kicking doors and threatening the trolley man who does teas etc, he had his arm up to protect himself at one point, it goes without saying how nervous I was as a mother travelling with a child, I was convinced by athlone that Garda would have been there to take him off, but when I got off in tullamore no one had bothered and left him passed out, I went to see about the intercom and it seemed that I had to break glass to talk to someone? I was so relieved to get off the train, plus no one was there to even check tickets so the poor trolley guy had no back up, suffice to say we didn't get the train back and chose the bus

Timestamp: Thu Mar 31 09:28:44 BST 2016

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Title: Miss

Firstname: [REDACTED]

Surname: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

Galway dublin train. Last 2 carriages. Stags on last and group of obnoxious vile people on second last too many to take on. Blaring music swearing drinking. Got on in athlone...visit loud and rude. Have now left carriage and am standing on corridor. Who let these people

Timestamp: Sun Apr 10 14:18:16 BST 2016

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Title: Ms

Firstname [REDACTED]

Surname [REDACTED]

Comments:

I took the 6.30am from Galway to Dublin this morning (Thurs). I got on an almost empty carriage in Galway - there were just 3 other people on it. Before the train left the station a man was walking up the train to find a woman sitting alone to sit beside - he found my seat and when he sat down and I didn't engage in conversation with him, he stood up, roared at me that I was a f\*cking b\*tch and set off down the carriage to find someone else to sit on. The other woman in my carriage and I immediately packed up and moved to the more crowded carriage. I am contacting you as the man continued to cruise the carriages looking for women to sit beside, and made me very nervous for the trip every time he passed. Besides his behaviour what made me uncomfortable was that there was not one single person from Irish rail to be seen on the train to report his behaviour to, for the entire trip to Dublin. The only person working was the last with the tea station.

As someone who commutes twice a week on early services to Dublin, this makes me completely anxious about using the train again as there is no one on board to help when a man starts hurling abuse and targeting women travelling alone.

Please can you confirm if there is anyone on board in cases like this and how does one find them? And why is their location on the train not publicized in the carriages?

Many thanks,

[REDACTED]

Timestamp: Thu Apr 14 22:09:38 BST 2016

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Hi there,

I have travelled on your service for over 6 years every weekend, spend a large fee on ticket, and then have to sit beside a large stag party who are blaring music from speakers??

The trolley has passed, nothing is said..

Where is train security? Or irishrail representative?

Our public transport is what our elderly travel on, tourists, young people ...and it is such a let down

Have you got a policy on this or do you plan to do anything about it...its an ongoing issue that needs resolving

Regards,

[REDACTED]

24/4/2016

Sent from my Vodafone Smart

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Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I would like to make a complaint about a situation that occurred tonight on the 7.30pm Dublin to Galway train (Friday 29th April). We were sitting in carriage B.

I was catching the train with my girlfriend when a man got on at Portlarlinton station. He was visibly drunk and was staggering and slurring his words. He sat down in the seats to our right next to two girls (of about 20-25 years of age). He attempted to have conversation with them, even though they did not want to interact with him.

When the snack trolley came by he ordered a can of beer, even though he was obviously already drunk. The cashier had no problem with this and gave him his drink and moved on. The girls looked visibly worried. He then got up to go to the toilet. One of the girls got up to move to a different seat and left the other girl alone. When he arrived back he began hassling her again and she was extremely uncomfortable. I looked for any assistance in terms of security or any sort of person on the train and there was no one around, so I made a comment to him that she 'might not be interested in having a conversation', which provoked him and he got in my face in an attempt to confront me for interrupting him.

I instantly defused the situation as best I could and said that he should 'chat to us instead', to which he did after a minute of negotiations. He sat next to my girlfriend, which was uncomfortable for her, and proceeded to talk to us for the next hour and a half of the train journey. He also had two more beers in that time, which the trolley man was happy to sell to him despite the situation he could see was occurring. I asked him questions and pretended to be interested in him so he wouldn't go back and harass the girl again. This worked, and he got off the train in Athlone, thankfully.

I am wondering: where is the security on the train to help in such situations? People shouldn't have to get involved or be exposed to harassment on your train like this. I also could have been attacked for getting involved, as he was a rough looking man who was also intoxicated and aggressive. If I didn't intervene, would that girl had to quietly submit to this man's advances? She couldn't escape, either, as he was sitting next to her on the aisle seat.

Secondly, why are your trolley-men selling alcohol to someone who is already drunk? And not only one time, but three times? Where is his responsibility to keeping people safe? If a man is in a pub or a bar and is overtly drunk then bartenders are told not to serve them or let them enter the premises; why is that acceptable on your train, a place where people have paid good money to be safe and comfortable? Instead I have to babysit a drunk man for an hour and a half after watching him impose himself on two separate women. I find this unacceptable.

I await your response on these matters.

Regards,

[REDACTED]

Timestamp: Fri Apr 29 22:46:27 BST 2016

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NAME OF CUSTOMER: [REDACTED]

NUMBER: [REDACTED]

ORIGIN\* Galway

DESTINATION\* Dublin heuston

DETAILS OF COMPLAINT:

[REDACTED] and his wife were travelling on Sunday 1stMay 2016 on the Dublin-Galway train at 13.50.

The train was very full. At Kildare 3 youths got on the train, they found vacant seats among the passengers. As the journey progressed they became loud, when they put their feet on the tables a passenger asked them not to do so. The youths then became aggressive, intimidating and abusive towards the passengers.

The youths got off the train before Galway.

[REDACTED] and his wife returned from Galway to Dublin at 17.25 the same day.

On the far side of Portarlinton ([REDACTED] was not entirely sure which station) the same 3 youths got back on the train. They sat behind [REDACTED] and his wife at a table across from an elderly couple.

The youths were drinking, loud and abusive still. [REDACTED] told me they were very intimidating and abusive to the elderly couple and other passengers were scared and concerned for the elderly couple. The elderly man was having breathing difficulties [REDACTED] was trying to contact any official and called Dublin Heuston station leaving all the details with them. He was informed there was no official person on the train nor any official could get on the train at any stations they were stopping at. He was going to call the Guards, I asked if he did this but the youths then got off the train throwing a punch toward the elderly lady. They did not actually hit her but were very close.

When they arrived at Dublin Heuston the passengers were still shaken and an official saw the elderly couple. [REDACTED] is not sure what happened to them.

Pat is concerned there was no inspector or official except the driver of the train to cover 8/9 carriages on a busy bank holiday train for

-anti social behaviour

-medical emergency

He wishes to make an official complaint.

Kind Regards,

[REDACTED]

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Customer [REDACTED]

Phone 01 [REDACTED]

Galway- Dublin Sunday 1stMay 17.25 train

[REDACTED] states himself and his wife were verbally abused and afraid on the above service.

3 youths boarded the train with a bottle of drink, and continued to be loud and aggressive on the journey

He is upset and feels let down that no one from Irish rail has rang him back, he spoke to a supervisor in Dublin station , who assured him he would get someone to contact him about this incident

I made him aware of the intercom on the train to contact the driver, But he feels this is not the answer

Thank you

Kind Regards

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Title: Ms

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

On the 4:30 train to Galway. There is a stag party here, drinking and making unbelievable noise.

I do not understand why drinking is allowed on public transport. This should be banned. It creates an uncomfortable loud and disruptive environment for other passengers who pay expensive fares for their journey. Drinking on this transport should be banned. Every weekend on this train this is an issue. I urge you to ban drinking on trains, it's ridiculous this is allowed in the first place.

Timestamp: Fri May 06 16:47:58 BST 2016

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Hi,

On 1710 train from Heuston to Athlone.

There were teenagers/kids throwing wet tissues from toilets at passengers. There was at least one adult present with them.

They have just got off the train at Portarlinton.

Rather than confront, some passengers moved further up the carriage.

I'm just reporting this as I'm unclear how this should be dealt with or who to communicate this incident to?

Le meas,

[REDACTED]

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06/7/2016

Title: Dr

Firstname: [REDACTED]

Surname: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

I am writing to report serious anti social behaviour or even assault on the 17.10 commuter service from Heuston Station to

Athlone today 5th July, where a group of children standing in the space between the carriages, with an age range of approximately 4 years to 12 years, wet balls of toilet paper, stepped forward to open the automatic door into our carriage and threw these hard balls of paper with force into the carriage one of which hit my wife in the chest. They were accompanied by a male adult and joined by a female adult from our carriage when they left the train at Portarlinton. The adults made no attempt to control the children. As they passed the window of our carriage after alighting one of the "boys" aged about 12 made a prolonged obscene gesture at us. I commuted for many years and never experienced such behaviour. I am aware that other people on the train complained to you via Twitter.

Timestamp: Tue Jul 05 19:38:44 BST 2016

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Passengers complain re boisterous noise , swearing and general horse-play from hen and stag party on board last Fridays train ex Hueston @ 14:45.

They could not get into their pre booked seats and sat elsewhere but could hear the swearing and revelry all way down from Dublin.

Not happy customers. Two of the complainants had online reserved tickets [REDACTED] applies . [but they did not sit in those seats]

They are returning now on the 15:45 and I suspect the hen party could I also be on board .

Please note in case of further complaint.

[REDACTED]

8/8/2016

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Title: Miss

Firstname: [REDACTED]

Surname: [REDACTED]

Nature of Feedback: Antisocial Behaviour

Comments:

On the 20.30 train from Dublin to Galway on 14th August i experienced a lot of anti social, drunken behaviour. I witnessed a woman being hit by a man, a man fall on the aisle and hitting his head and a lot of arguing and shouting. This was all one group of people. I understand emotions were high after the Galway game but I did see security on the train and nothing was said/done. It's made for a very

uncomfortable journey as they were very intimidating and I didn't feel speaking to them myself would help the situation. I just hope in future security will be able to do their job to ensure the safety and comfort of their passengers.

Timestamp: Mon Aug 15 19:20:27 BST 2016

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From [REDACTED]

Sent: 09 September 2016 19:45

Dear Sir or Madam.

I was travelling on the 18:15 service from Dublin Heuston to Westport. I was sitting in seat B12 on coach reference 22819.

All was fine in the journey until about 30 minutes into the journey when the catering trolley came around. I ordered a cup of tea with no milk and no sugar. I paid €2.25 for the cup. I left the cup of tea on the table to go to the toilet and wash my hands because I was about to handle some food.

As I made my way back to the table. Two women in their late teens or early 20's and likely to be members of the Travelling Community and who were sitting opposite me, moved my cup. They were also eating toffee popcorn and one of the ladies moved my cup towards her and placed two pieces of toffee popcorn on the lid.

I asked both ladies did you tamper with my tea and they said no. I asked the man sitting next to me did you spot the ladies tamper with my tea and he also said no.

As I was putting milk in my tea the two Traveller ladies kept staring at me. As I was tucking into my first sandwich one of the ladies claimed the other lady blew snot from her nose into my tea. She categorically denied it and also kept pestering me for one of my sandwiches.

I got infuriated and after asking if this was true. I did not believe them and for my own health and safety, I was left with no option but to discard the tea and purchase a 2nd cup from the catering trolley.

As I made my way back to my seat, one of the ladies kept getting closer to me and kept asking me for a sandwich, which I point blank refused. After my sandwiches I took out a pot of two hard boiled eggs and spinach and again the lady kept pestering me for one of my eggs or spinach.

After finishing my food I got infuriated by the two ladies behaviour and I was left with no option but to leave my seat and stand in between coaches until they both got off at Athlone.

I left because I had no intension of being bullied at random by two women allegedly from the Travelling Community who saw me with food and wanted to have some and very angry over them allegedly tampering with my tea.

I would be grateful if you can look at the CCTV footage of coach 22819 between 6.40pm and 7.10pm. Just to see what happened to my first cup of tea.

Kind regards.

[REDACTED]

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Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Coach b. dublin to galway 18 45pm. Sun 18th. Very packed train with drunk and loud passengers. No sign of staff on train. Had prebooked seat and two men refused to move out of her seat. Only moved after much discussion and back up from other passengers. Refused to move to let another female sit down. My daughter , first year nui galway student, felt very threatened and uneasy through out the whole journey. We thought all passengers were entitled to a safe journey.

Timestamp: Sun Sep 18 23:30:40 BST 2016

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Title: Miss

Firstname [REDACTED]

Surname [REDACTED]

Comments:

last Wednesday 14/9/16, I got the 4.30pm train to Galway from Hueston Station. I was in Carriage C. My bag was stolen, however I did get it back. it was a man and woman who got on in Kildare and they got off in Tullamore. I was too afraid to report it at the time because another passenger told me the were sniffing substances when they got on the train. I commute daily to Dublin from athlone and I was afraid to confront them incase I would see them again. I just want to make you aware of this to look out for them again, incase the rob anyone else's belongings. he took it right from underneath my feet. I was sitting near the back of carriage C in the 2 seaters. I think he was wearing a read top. can you tell me, does there be someone on the trains to deal with these matters at the time, so I will know for again? thank you for your time.

Timestamp: Mon Sep 19 10:09:22 BST 2016

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Title: Miss

Firstname [REDACTED]

Surname: [REDACTED]

:

Currently on the train from Galway to Heuston (just stopped at athlone at 7pm) and these teenage boys are causing a lot of problems. They're running up and down carrying bottles of alcohol, 'constantly moving seats and shouting, moving other passengers luggage and climbing on the luggage shelves. I worry for my safety as some have sat opposite me but I don't want to get involved and agitate them. I believe they got on the train at Ballinasloe and it's on train cart C. Im sure there is evidence on CCTV footage. Thank you.

Timestamp: Sun Oct 02 19:05:18 BST 2016

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Title: Miss

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

I'm currently on the 18.00 train from Galway to Dublin. At Ballinasloe, about 12 youths boarded the train and have gone on to completely disrupt the journey for everyone else. They're using the luggage racks as seats, shouting at each other up and down the train, drinking alcohol and generally being absolute degenerates. Not one Irish Rail employee in sight and everyone is too intimidated to confront them. This is absolutely unacceptable for a service where everyone is paying at least ?40. Seriously - sort it out. It's not the first time I've witnessed this happening and it will continue to happen unless something is done about it. Oh they're singing now. Wonderful.

Timestamp: Sun Oct 02 19:10:32 BST 2016

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Title: Mrs

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Stag party on 7.30pm Galway train on 28th October. on first carriage, loud music, loud singing and drink on board. Dreadful behaviour

Timestamp: Fri Oct 28 19:44:49 BST 2016

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Title: Mrs

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Just back from a shopping trip to Dublin with my sister. On the way up there was no hot water for hot drinks.

On the way home we were subjected to a journey that was extremely unpleasant. Two drunken Dubliners roared obscenities at each other all the way to Athlone with him actually assaulting her.

A wine bottle were actually thrown across the carriage at one stage. There was no staff on the train and the advice from Heuston was to tell the driver by intercom which wouldn't be any help. This vile behaviour continued when we were getting off in Athlone and no Irish Rail staff were available to apprehend them or for passengers to report the matter to. No names were put up at all to show seat bookings and several rows broke out over this between seated and standing passengers. The whole journey was a nightmare and very upsetting for several young children near us. The trolley couldn't even come with refreshments due to the aisles being full with standing irate passengers. Not good enough Irish Rail . I would like a refund please for seats 21 and 22 B.

Timestamp: Sat Nov 05 23:09:12 GMT 2016

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Dear Sir / Madam

I am currently investigating an assault which occurred on the 19th of November 2016 on a train from Ballinalsoe to Athlone at 3.47p.m.

This assault occurred on the train and I require the CCTV footage from the carriage and the platform of the train station.

Thanks in Advance

[REDACTED]

[REDACTED]

Sent: 18 November 2016 14:52

Subject: Clara

Hi [REDACTED]

Hope all is well above today. I just got a report from one of our customers who was travelling through Clara last night on her return from Galway.

There were youths throwing stones at the train as it went passed, which resulted in the window on her table actually being shattered.

She said she reported it to a staff member in Heuston, who she said seemed very un-interested in what she had to say, however he did say he would report it immediately.

She has just seen on her local news that the same thing has happened again this morning, on another service that passed through Clara so I said I would make you aware of it.

She didn't want to leave a name and number as she feels she has already done her bit by reporting it last night and again today.

[REDACTED]

[REDACTED]

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Title: Ms

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Thank you. As per my tweets I was seated in coach g. A man tried to sit down in a 4 seater - the lady told him the seats were kept. He rightly pointed out there were no reserved signs. She said they are kept for my friends. He told her she couldn't do that. This went on for a few minutes him insisting & her refusing to let him sit down. She appeared to have bags/coats on some of the seats & on the table opposite. I think there were 6-8 of them travelling together. At one stage she told him to shut up that he wasn't the boss & then said "I work for Iarnrod Eireann". He said well give me your name so I can report you. They continued to argue tit for tat for a few minutes until her friends arrived. The man sat down in the seat behind them. To be honest they were equally rude to each other & he was being somewhat awkward but as he clearly pointed out they had not reserved the seats. If she is

indeed an employee she is a poor representative as she insinuated she could do what she liked. I am sure that would not reflect Irish Rail's company views. As a daily commuter for the last 17 months I can only praise the customer service I receive on a daily basis travelling on the 05.43am train from Tullamore to Heuston from the drivers ("HELLO" out the window) to the train conductors/ticket guys to the Tullamore Station keepers. I would not have sent my tweets about this incident had she not claimed to work for the company. Thank you for following up. Keep up the good work. Regards, Shirley

Timestamp: Fri Nov 25 16:18:21 GMT 2016

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Title: Mr

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

hello, i am writing to report a man who was drinking constantly on our train from galway to dublin. his name was [REDACTED] sitting in seat 21/22 in carriage one on the 7:20 service from galway to dublin. he drank a lot of cans which obviuaoly weren't bought onboard and then spoke to my girlfriend and i in a really nasty manner. pretty sure there's nothing much to be done, but just in future, a bit of a control on this sunday service might help. otherwise a great, clean trip, staff very friendly

Timestamp: Mon Dec 12 21:45:13 GMT 2016

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Title: Miss

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

Hi, i was travelling from dublin to athenry on the 16.35 hours train on Sunday 1/1/17. I was travelling with my mum after a day in dublin, we were on the train nice and early and got a seat, then 1 minute before train departed, 3 lads came on and sat down on the 4 seater opposite us. One guy in particular, was very loud and very dodgy, he had a small bag around im and dressed in all black. Everytime he would open the bag he would look over at me, he kept looking over quiet frequently, my mum had noticed, and we had to pretend we were getting off the train at portarlington, we were so scared of these men. Just as we left they were beginning to start drinking and we were afraid to tell anyone on the train, this is why im informing you now. Im currently sitting on the train still very scared eventhough we have moved away from them. I feel more safety is needed on train. God knows what could have happened to me if my mum hadnt noticed, im only 17!

Timestamp: Sun Jan 01 17:35:50 GMT 2017

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Title: Mrs

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

I was extremely annoyed when travelling from Tullamore to Dublin and return on a day trip to see elderly people standing while young brats sprawled on seats with no concern for these elderly adults. Also on return journey a number of people were standing while some people left bags on seats beside them to ensure nobody sat beside them. Surely this should be announced at regular intervals seeing as some people are too thick to do the right thing.

Timestamp: Fri Jan 06 21:48:08 GMT 2017

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Title: Miss

Firstname: [REDACTED]

Surname: [REDACTED]

Comments:

To whom this concerns,

First and foremost I love travelling by train and choose to do this over driving or traveling by bus. However as a weekly user of the 13:25 train from Heuston to Galway certain issues have been occurring week in week out resulting in anti social behaviour among passengers. The source of this problem is that there is no names displayed for reserved seats. Last week I watched a group of women shout and name call another woman who was sitting 'in their seats'. This woman was pleading her case asking and stating repeatedly for this woman to stop shouting at her as she had been waiting to get the train since seven in the morning. Obviously this caused stress among all passengers and as the women kept drinking it became worse. No security was present. Again today no names were displayed above the seats as we left Heuston. I watched another group shout at a group of elderly people and forced them to move. I had no problem moving as I am a student but to watch a man in his thirties tell a group of elderly people to move in a way that I am sure caused them distress was ridiculous. I am now writing this email as I sit on the ground of a carriage.

I just want one result from this email, please start displaying the names above the seats before we leave Heuston. It is impossible for me and other passengers to know if a seat is reserved when we arrive on the train and take a seat. Why should we be punished by being verbally shouted at and forced to move by groups of hen/stag parties on a weekly basis?

Thanking You,

[REDACTED]

Timestamp: Fri Apr 07 14:17:13 BST 2017

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I wish to inform you of my experience as I attempted to board the 13.25 train from Heuston to Galway on Friday last 28th April.

As I was unable to gain access to the internet on the day I wished to book my seat, I telephoned and was allocated G 45 by a friendly and courteous member of the staff of Irish Rail.

When I entered Coach G I was met by a foreign gentleman who I can only assume was security personnel who told me that I was not to go towards Coach G. What he said next, I think, was that that coach was reserved for those who were drinking, or words to that effect. He then proceeded to say that I was going towards Coach C. At this stage I am getting a bit confused as I had walked along the platform, saying my alphabet as I went, until I got to Coach G. He told me to go into another coach. I was a bit perturbed as I had my seat booked and I was afraid that someone would ask me to move from the seat I had selected if they had booked same. It was after all the Friday of the May bank holiday weekend. I should add there were no names above the seats so I did not know if someone would ask me to move.

I would seriously like to know if Irish Rail are now allocating coaches for those travelling to Galway (or anywhere else for that matter) on Hen and Stag weekends and bringing on board cool bags of beer etc. I did see people carrying cool bags.

I would also like to make the point that people of a certain age travel with Irish Rail and I consider it not in the best interests of customer service to make a booking in the belief that a seat is allocated and one's name overhead when neither actually happen.

I am attaching email of my reservation for your perusal.

I would appreciate an explanation for the way I was treated by Irish Rail last Friday 28/04/2017



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